WHITESTOWN
INDIANA

2022

ANNUAL REPORT

6210 Veterans Drive, Whitestown, IN 46075

317-769-6557

whitestown.in.gov

TO OUR COMMUNITY

Whitestown continues to prioritize the safety of our community. In 2022, our Police and Fire departments worked to make a number of improvements, staffing additions, and program offerings.

Quality of life is another focus in Whitestown, and we do it in two main ways. We improve the above and underground infrastructure you use for your daily living. We also improve the parks infrastructure and events so there is more for you to do. This year, we made massive improvements to our roadways including the new Main Street roundabout. Our Public Works team continues to keep our streets, water, and wastewater infrastructure operating at peak efficiencies.

Our parks infrastructure saw some major additions as well. We added an inclusive playground at Gateway Park, so all children regardless of ability can enjoy playtime at Whitestown's parks. We created a new Parks Master Plan to provide a road map for the future, too. We also added nearly 20 new acres to our parks system. Amidst our growth, we still work to preserve green space for all residents to enjoy.

Our newly launched, user-friendly website is a great resource to keep up with our activities. The planning department continues to grow in both caseload and staff. Our goal is to make sure it happens in a reasonable and responsible way for future generations to come.

Sincerely,

Clinton Bohm
Whitestown Town Council President

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DEVELOPMENT SERVICES

The Development Services Department includes building, code enforcement, GIS, and planning – each of which help guide the safe and efficient development and maintenance of the community.
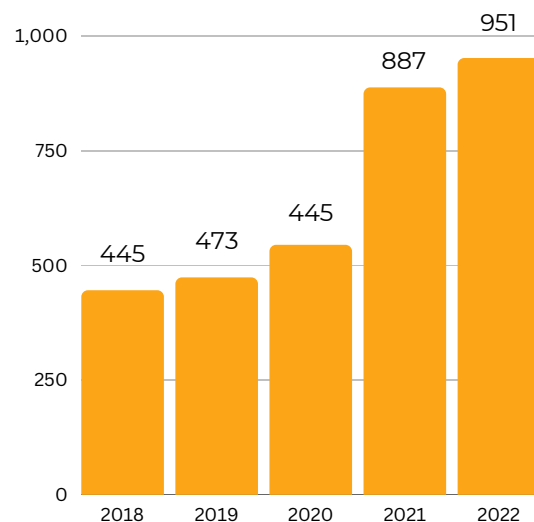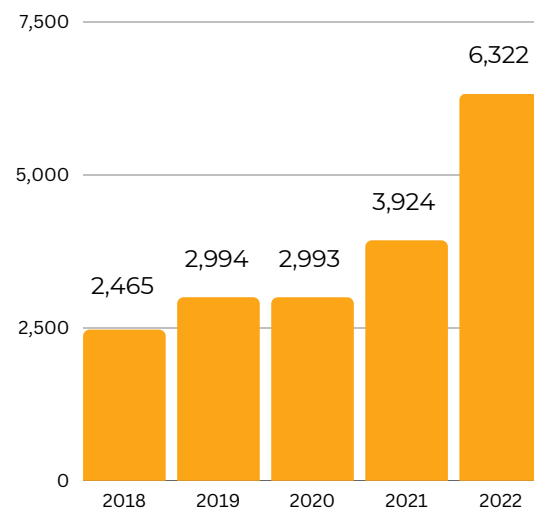
BUILDING DEPARTMENT

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Building permits

Permit and inspection requests continue to be submitted at high volumes. While 2022's increase from 2021 is only a 7% increase, the 951 permits issued in 2022 is nearly 300 permits more than the five-year average number of permits issued of 660 permits.

Year	Permits
2018	445
2019	473
2020	445
2021	887
2022	951

Total structural inspections

In 2022 we experienced a 38% increase in the number of total structural inspections completed. Our inspection staff also completed 176 rental home inspections.

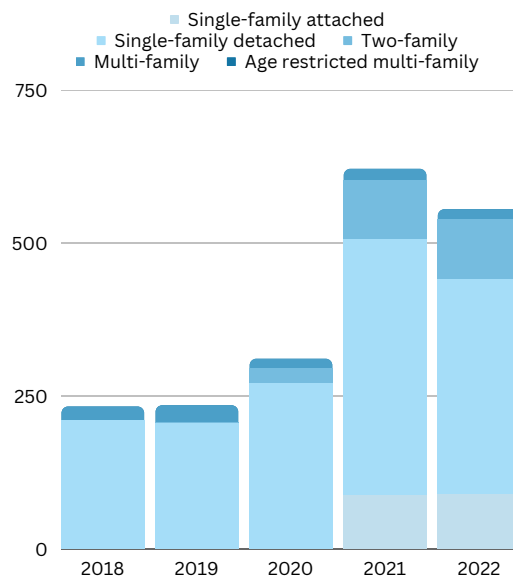| Year	Inspections
2018	2,465
2019	2,994
2020	2,993
2021	3,924
2022	6,322

BUILDING DEPARTMENT

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New commercial/industrial permits

While 2020 and 2021 were down years for the number of new commercial and/or Industrial structures, 2022 saw similar construction activity as 2018 and 2019.

Chart: New commercial/industrial permits by year
- 2018: 20
- 2019: 25
- 2020: 11
- 2021: 10
- 2022: 24
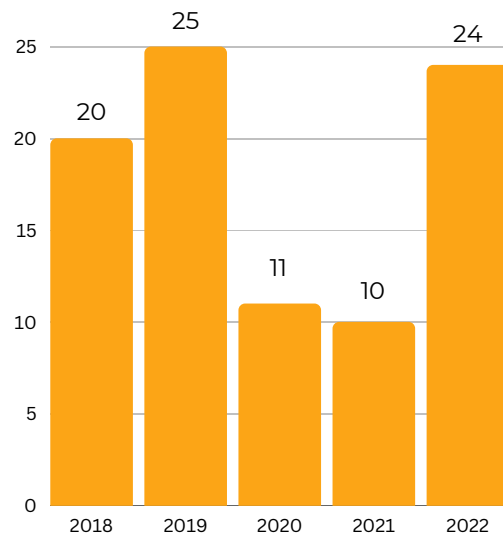
New residential permits

While 2022 saw a decrease in the total number of new residential permits issued from 2021; 2022 still experienced the issuance of 30% more new residential permits than the five-year average number of permits issued.

Chart legend:
- Single-family attached
- Single-family detached
- Two-family
- Multi-family
- Age restricted multi-family

Chart: New residential permits by year (2018, 2019, 2020, 2021, 2022)

CODE ENFORCEMENT

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Increased efficiency

Code Enforcement's efficiency has benefited from the assistance of the Public Relations Department and the development of the new website. Online submissions for Golf Cart registrations and renewal inspections were added to the website and enable quick review of the submittals and efficient inspection scheduling.

Digital case tracking system

Code Enforcement has implemented a digital case tracking system (ArcGIS Code Enforcement Operations Solution) that makes use of the Town's GIS system to organize and consistently manage the case load. Inspection notes and pictures are automatically attached to cases without having to incorporate them at a later time. The addition of this system will also enable us to provide quantifiable data on code enforcement cases starting in 2023.

GEOGRAPHIC INFORMATION SYSTEM

Residential inventory dashboard

The Residential Inventory Dashboard provides a comprehensive overview of the housing stock in the community, including information on the types and characteristics of homes, the age and condition of housing, and trends in the housing market. The dashboard allows users to view and analyze this data in a variety of ways, such as by neighborhood, by property type, or by age of home. It also includes interactive maps and charts, making it easy for users to visualize and understand the data.

Code enforcement solution

The ArcGIS Code Enforcement Operations Solution involves the use of GIS tools and technologies to support the tracking and enforcement of code violations in the community. This includes the creation of maps and other spatial visualizations to help code enforcement staff identify and prioritize violations, and the use of GIS data and analysis to support the decision-making process. The implementation of this solution has helped to improve the efficiency and effectiveness of code enforcement efforts in the community.

GEOGRAPHIC INFORMATION SYSTEM

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Cityworks

Cityworks integrates GIS data and tools into the town's asset and work management processes. It allows users to track and manage the maintenance, repair, and replacement of assets such as roads, bridges, and buildings, and to schedule and dispatch work crews as needed. The GIS department has begun the process of implementing Cityworks, with the goal of improving the efficiency and effectiveness of these processes.

Additional solutions

- Created 73 various site and district maps, including land use, transportation, and environmental resources
- Created 61 address assignment maps to provide a clear and consistent system for assigning and organizing addresses
- Developed a road closure solution that allows staff to track and manage road closures in real-time
- Made significant progress in upgrading all of the town's utility data for water and wastewater
- Developed a hydrant flushing inspection workflow using GIS tools and technologies
- Created Sewershed service areas for each lift station to automatically assign Asset ID numbers to all of the sewer layers
- Created automatically incrementing Asset ID numbers for all of the water layers

PLANNING DEPARTMENT

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Review of standards, policies, and procedures

Updates to the Rules of Procedure for the Plan Commission were completed at the December Plan Commission meeting. The recommended changes to the Unified Development Ordinance were completed at the October and December Plan Commission meetings.

Plan Commission

Similar to the increases in building permits, the Plan Commission case load continues to show higher volumes of projects submitted. 2022 experienced a 27% increase in the number of cases over 2021 and 32% more cases than the five-year average number of cases submitted.

Board of Zoning Appeals

While the volume of BZA cases is historically smaller than the Plan Commission, it has seen similar trends in the volume of cases. 2022 experienced a 22% increase from 2021 and 38% more than the five-year average in the total number of cases.

FIRE DEPARTMENT

The Whitestown Fire Department is devoted to protecting lives and property by providing professional emergency services for our community, its visitors, and neighbors, with compassion, courtesy, and integrity.

FIRE DEPARTMENT

Administration

- Added 6 new positions / Hired 4 new firefighters, 6 lateral firefighters
- Developed and implemented a department-wide complete succession plan, which includes mentoring, chief-level internship, position task book tracking, and career path frameworks
- Completed re-validation of department's work performance evaluation
- Assisted with implementation of the Battle of the Badges 5K

Budget

Total Budget – $8,074,439
- Personal Services: $6,454,819
- Supplies: $325,000
- Other Services and Charges: $1,144,620
- Capital Outlays: $150,000

Fire Prevention

- Code Enforcement Inspections: 368
- Re-Inspections: 82
- New Building Inspections: 287
- Certificate of Occupancy Inspections: 28
- Plan Reviews: 85
- Alarm / Sprinkler Tests: 46

FIRE DEPARTMENT

Operations

- 36% increase in call volume
- Completed WFD Emergency Operations / Area Command Center setup
- Placed 2nd ambulance into service

Run Stats

1672 total runs
- 62% EMS (63% Advanced Life Support / 37% Basic Life Support)
- 38% Fire, Hazmat, and Other
- Station 271 – 644 runs
- Station 272 – 1028 runs

Training

- Joined with neighboring departments to develop the Northside Fire Academy for new recruits - which completed 1984 hours of Firefighter training, 1240 hours of emergency medical training, and 160 hours of hazardous materials training
- 11,680 hours of company level, officer development, driver/operator, and hazardous materials training
- Total department training hours for 2022: 15,064

FIRE DEPARTMENT

EMS

- WFD personnel completed over 3300 hours of EMS specific training
- All personnel were re-certified in CPR while ALS providers were re-certified and Advance Cardiac Life Support and Pediatric Life Support
- Two personnel completed paramedic school and were certified as Nationally Registered Paramedics
- Two additional paramedics (ALS providers) were onboarded through the lateral and recruit processes
- Provided CPR training to nearly 50 town personnel
- Certified and placed in service a second transporting ALS ambulance thereby decreasing critical transport times and increasing ALS/BLS transport availability
- All first response apparatus were upgraded with Zoll X serries ALS monitors that significantly improve therapeutic modalities with enhanced intervention feedback
- Two transporting units were upgraded with autoload cots improving the safety of patient loading while reducing the potential of injury to personnel
- Obtained recertification from the State of Indiana as an EMS / ALS provider
- Revalidated by Medicare following the 5-year reapplication and auditing process
- Continued commitment to improved patient care reporting and risk reduction by auditing and providing direct feedback to providers with its QI/ QA program
- 100% of all EMS runs were audited in 2022

FIRE DEPARTMENT

EMS Run Stats

1067 total runs
- 1037 EMS (653-ALS / 384 BLS)

815 total patient contacts
- 644 Transported
- 155 Not Transported
- 16 Other disposition

EMS Revenue

- Total EMS billing revenue: $267,724.83

PARKS & RECREATION

The Whitestown Parks and Recreation Department is dedicated to enhancing the lives of residents by creating experiences for all.

MASTER PLAN

The Process

The Parks Master Plan process started with a kickoff meeting and a key stakeholder meeting in February. Six focus groups were held that included public and town staff. A statistically valid survey was sent to random households throughout the town to receive information on park needs and desires. The goal was to receive 350 random responses, and the Parks team received 355. An online survey was distributed via town channels and open to anyone to take. 144 responses were received from the community. A benchmark analysis was performed against parks of like size and growth. A park assessment and events assessment were also completed as part of the process.

Moving Forward

The report was sent to DNR for approval and also to Town Administration and Council for input. In early 2023, the plan will be presented to the Plan Commission and submitted to Town Council for final approval.

PARKS & RECREATION

Park Upgrades

- Added approximately 20 acres into the parks system
- Installed a new inclusive playground at Gateway Park
- Added a water fountain to Panther Park
- Updated landscaping at Main Street and Gateway Park

Funding

- Awarded a Next Level Trail Grant of $1.1 million to extend the Big 4 trail to Whitestown's borders
- Awarded a Land and Water Conservation Fund grant for up to $367,932 in match to add playground equipment to Gateway Park

Events

- Held 2 NEW events: Battle of the Badges 5K + Hops and Hounds
- Event attendance increased by 51% from 2021
- Vendor participation increased by 45% from 2021

Professional Development

- Staff was heavily involved in the Indiana Parks and Recreation Association and Indiana Parks and Recreation Foundation

POLICE DEPARTMENT

The Whitestown Metropolitan Police Department works in partnership with the community to reduce crime, provide a sense of safety and security, and improve the quality of life for those who visit, live, and work in the Town of Whitestown.
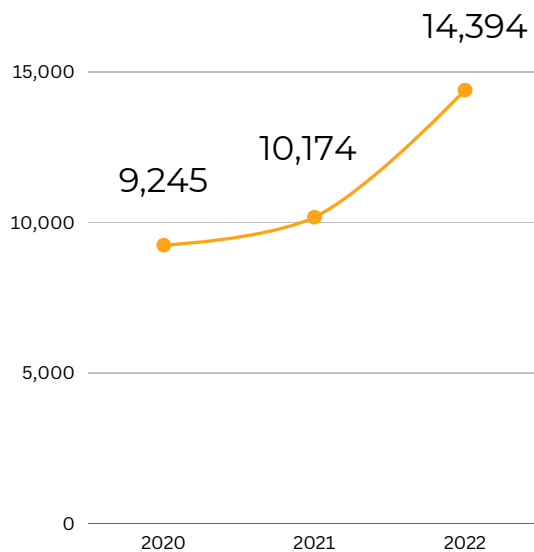
POLICE DEPARTMENT

Highlights

- Hosted National Night Out at Eagle Church on August 2
- Held 3 Women's Self Defense classes with approximately 65 attendees from the community
- Held 8 "Bike With A Cop" experiences during the summer with approximately 40 local kids participating from the community
- Hosted 1st Citizen's Academy consisting of 10 students
- Hosted 1st Toy Drive in collaboration with Meijer for families in need of assistance during the holiday season
- Hired 5 new Public Safety Officers, bringing the WMPD total to 32 sworn officers plus 2 civilian members (for a total staff of 34)
- Implemented an After Action Review Board in June of 2022, which has reviewed a total of 12 incidents
- Implemented mandatory monthly Defensive Tactics training through the Gracie Survival Tactics (GST) program, run by Officer Mike Heitmann
- Hosted 3 of 4 Crime Scene Investigator courses for students around the state
- Hosted a 2-day Advanced Roadside Impaired Driving Enforcement (ARIDE) training course to better equip officers with skills and knowledge to detect impaired drivers for officers around the state as well as our own
- Hosted Gun Liaison certification course for members of our staff (as well as members of local and surrounding and federal agencies) to aid in the recovery and identification of firearms used in the commission of a crime
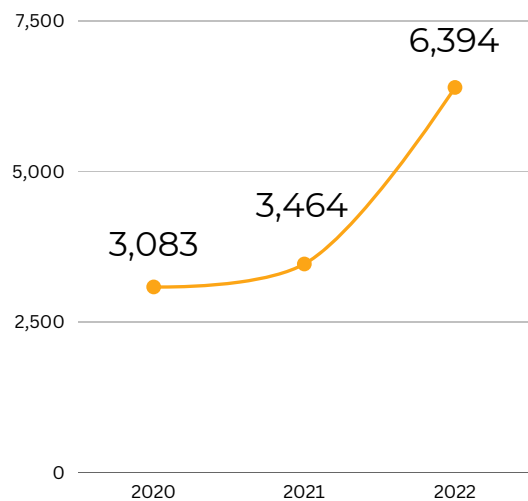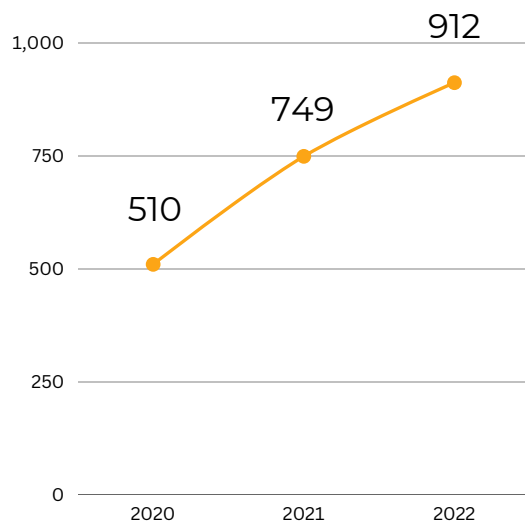
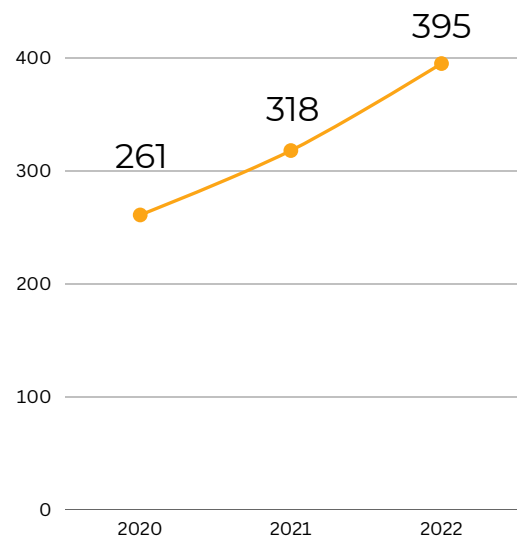# POLICE DEPARTMENT

Calls for Service

14,394

10,174

9,245

15,000

10,000

5,000

0

2020   2021   2022

Traffic Stops

6,394

3,464

3,083

7,500

5,000

2,500

0

2020   2021   2022

Case Reports

912

749

510

1,000

750

500

250

0

2020   2021   2022

Arrests

395

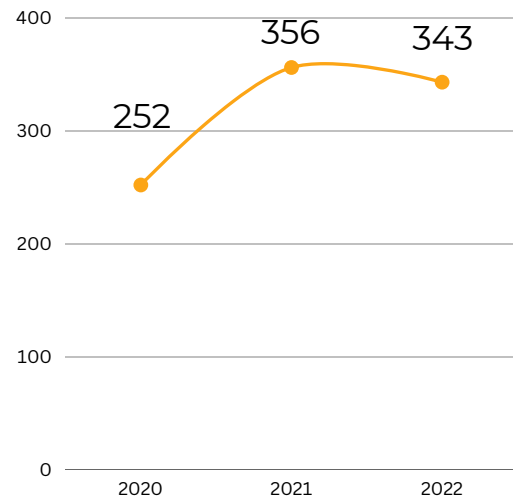318

261

400

300

200

100

0

2020   2021   2022

POLICE DEPARTMENT

Statistics

- 5,571 Total Training Hours
- 292 Devices Processed by Cyber Forensic Unit
  - 81 Devices -WMPD
  - 92 Devices – Zionsville PD, Lebanon PD, Boone County Sheriff's Office
  - 119 Devices – Agencies Outside Boone Co.

Assigned Investigations

2020: 252
2021: 356
2022: 343

PUBLIC RELATIONS

Our Public Relations Department is the go-to source of information about Whitestown government. We create and share compelling stories that foster positive community engagement and connection.

PUBLIC RELATIONS

Social Media (all platforms)

1.6 million
impressions
(up 6%)

161,016
video views
(up 22%)

13,667
total audience
(up 11%)

Video Production

74
videos
produced

65
meetings
livestreamed

E-newsletters

68% open rate
*(31% higher than
industry average)*

10% click rate
*(8% higher than
industry average)*

PUBLIC RELATIONS

Website - launched in May

186,311
page views

Top 5 most-visited pages:
- Homepage
- Utilities
- Documents
- Parks and Recreation
- Independence Day Celebration

Ribbon Cuttings

- Capacity Midwest
- Chicken Salad Chick
- Culver's
- Langham Logistics

- Luxe Main Salon
- Pizza King
- Weaver Popcorn

Community Involvement

- Participated in the Boone County Day of Service
- Attended the Hussey-Mayfield Memorial Public Library groundbreaking
- Coordinated shoe collection with Boone County Solid Waste Management
- Created Autism Awareness Month and Child Abuse Prevention Month proclamations
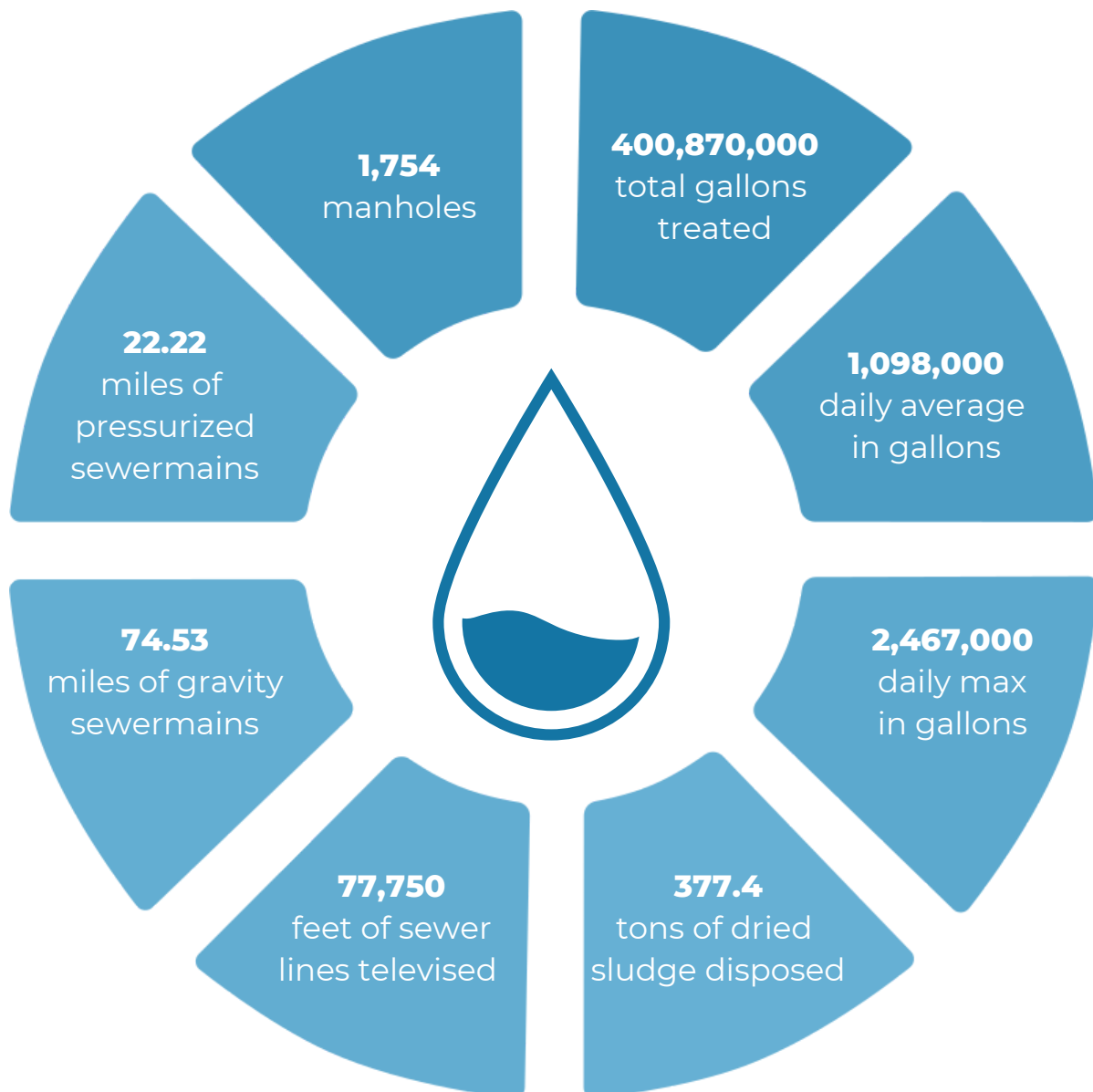- Developed marketing material for Little League visitors

PUBLIC WORKS

The Whitestown Public Works Department is responsible for overseeing the town's public infrastructure. This includes maintaining public roads and right-of-way within the Town of Whitestown, maintaining all water infrastructure owned by the Town of Whitestown, and maintaining all Wastewater infrastructure within Whitestown.

WASTE WATER

Wastewater treatment statistics

1,754 manholes

400,870,000 total gallons treated

22.22 miles of pressurized sewermains

1,098,000 daily average in gallons

74.53 miles of gravity sewermains

2,467,000 daily max in gallons

77,750 feet of sewer lines televised

377.4 tons of dried sludge disposed

UTILITIES

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Water

- 376,646,000 total gallons pumped
- 1,000,000 daily average
- 3,705,000 daily max
- 101 total miles of watermain
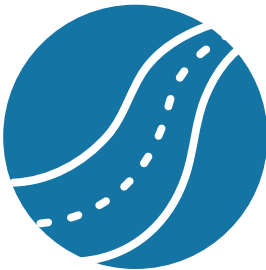- 1,211 total number of fire hydrants

Meters

- 509 new meter sets
- 112 updated water meters
- 7 service lines replaced
- 1 watermain break
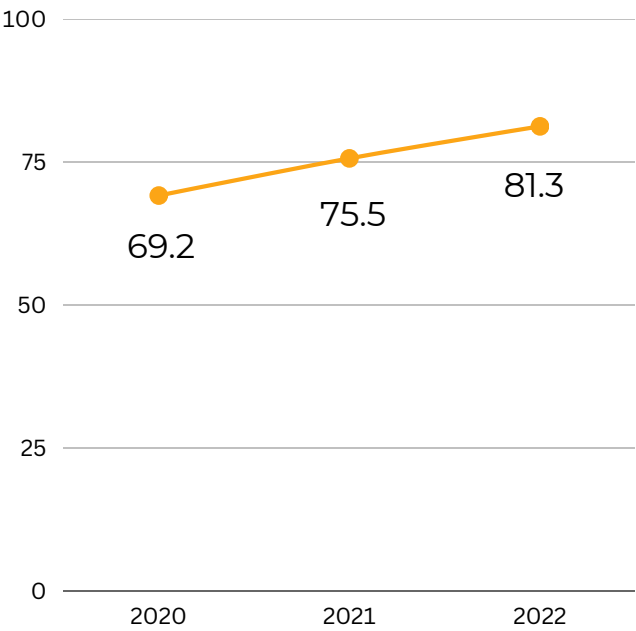
Water and sewer locates

- 12,978 utility locates

STREET DEPARTMENT

Statistics

3.2 miles of roads repaved

Total Lane Miles

69.2 75.5 81.3

2020 2021 2022

Community Crossings Grant

In December, the Town of Whitestown received a Community Crossings Grant from the Indiana Department of Transportation in the amount of $675,141. The funds will be used to improve CR E 500 S from Main St to CR 575 E, and consist of subgrade improvements, repaving, and drainage improvements.

STREET DEPARTMENT

Main Street Roundabout

In order to provide a safe and efficient road network to reflect the growth the community has seen over the past several years, a roundabout was constructed at the intersection of Albert S. White Drive and Main Street. The project included the reconstruction of the four approaches and the existing two-way stop-controlled intersection at CR 400 S (Albert S. White Drive) and CR 650 E (Main Street) to a multilane roundabout.

July 2022

December 2022